

**Education and Training Voucher (ETV) Questions and Answers from Pre-Proposal conference held on Tuesday, July 1, 2008 at 9:00 am.
Contract Number: ADMIN 09-99007**

1) Q: Will juvenile justice cases be included in the ETV?

A: There will be new criteria for Youth In Transition (YIT) that will impact ETV eligibility, one of these will be juvenile justice youth eligibility. By October 1, 2008 a list of priorities for ETV eligibility will be developed.

2) Q: Is ETV for counseling?

A: No, it is a voucher that pays for post-secondary education and training for eligible foster youth.

3) Is the ETV administered through the Department of Human Services or the contractor?

A: Contractor.

4) Q: Does the contractor match kids with a program?

A: No, case management services are provided for youth attending post-secondary institutions.

5) Q: How do contractors obtain the referrals?

A: Website, written applications, foster care workers, foster care parents, foster care youth, and a toll free phone number.

6) Q: Do you have a specific number of case managers?

A: A minimum of one ETV case manager and one ETV administrator.

7) Q: How many youth are expected to be served?

A: A minimum of 450.

8) Q: Is there one contract or multiple contracts?

A: One contract.

9) Q: Is there a current contractor?

A: Yes.

10) Q: Is the resource grid packaged with the proposal or budget?

A: It is part of the proposal.

11) Q: On the resource grid can in-kind services or FTE's be included?

A: FTE's are listed on the resource grid along with any match resources your agency will be providing and the fund source of that match.

12) Q: Are case management services provided by Master's or Bachelor's level staff?

A: Case management can be provided by a Bachelor's level staff person.

13) Q: Must we develop the Website?

A: The development and implementation of a dedicated interactive ETV website for ETV applicants and participants is the contractors responsibility.

14) Q: Our organization has a website; must we develop it further to meet the RFQ?

A: Yes.

Amendment for RFQ 09-99007
Statewide ADMIN
Education & Training Voucher Program

Please Note: The Pre-proposal conference will be held on TUESDAY, July 1, 2008 at 9:00am. The original RFQ had an error stating the pre-proposal conference was on Monday.

RFQ NOTIFICATION SHEET
Contracts and Rate Setting Division

State of Michigan
Department of Human Services

Notice of a request for quotations is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: \$189,200 per year	ITB Number
\$567,600 for 3 years	DHS ADMIN 09-99007

Up to \$1,913,010 will be added to this contract for client voucher payments. This money cannot be used by the contractor for any purposes other than payments for clients and is not part of the bid package – as it is determined by DHS for payments for clients.

Service Title: Education & Training Voucher (ETV) Coordinator and case manager

Bid Description:

This Request for Quotation (RFQ) for the purchase of administration of the Chafee Educational and Training Voucher Program services originates with the Children's Services Office of the Department of Human Services (DHS) statewide. A description of the services to be provided is included within the RFQ package. Services include: Application processing, eligibility determination, case management, outreach & trainings, administration of education and training vouchers, and website development & maintenance.

An additional amount up to \$1,913,010 will be added to the contract for client voucher payments only. The contractor cannot bill for any expenses other than client vouchers for this additional dollar amount.

Due Date For Response:

7/18/08

Contact Person Name:

Shannon Gibson

Phone #:

517-241-8904

E-Mail Address:

Gibsons3@michigan.gov

REQUEST FOR QUOTE (RFQ)
Cover Sheet
Michigan Department of Human Services (DHS)

Contract/RFQ Number: **ADMIN 09-99007**

Bid Submission Due Date & Time: **Friday, July 18, 2008 at 3:00pm**

Geographic Area to be Served: **statewide**

Service Titles: **Education and Training Voucher Coordinator and Case Manager
which includes:
Application Processing
Eligibility Determination
Case Management
Outreach & Trainings
Administration of Education and Training Vouchers (up to
\$1,913,010 per year. This funding will be added to the contract
for voucher payments only.)
Website Development & Maintenance**

Anticipated Contract Begin and End Dates: **10/01/08 to 09/30/11**

Method of Reimbursement: **x Actual Cost Unit Rate**

Maximum Annual Contact Amount: **\$ 189,200*** ***Not including voucher payments**

Issuing Office: Department of Human Services **Youth Services Unit**

Contact Person: **Shannon Gibson**

Telephone #: **(517) 241-8904** Fax #: **(517) 335-7789**

Email Address: **gibsons3@michigan.gov**

Monday, July 1, 2008 at 9:00am
Department of Human Services (DHS)
235 S. Grand Avenue (Dempsy Room)

Pre-proposal Conference: (Date, time, location)

Lansing, MI 48909

(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **Tuesday, July 2, 2008 at 2:00pm**

Submit six (6) copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Youth Services/Shannon Gibson		
DHS Office		
235 S. Grand Avenue P.O. Box 30037		
Street Address		
Lansing	MI	48909
City	State	Zip

Bidders must submit any **questions** regarding the content of this RFQ by email, fax, or surface mail. DHS staff are not allowed to respond to questions (regarding the content of the RFQ) that are telephoned in. Questions may be discussed verbally at the preproposal conference, if one is scheduled. DHS will compile all written questions and answers from the preproposal conference as well as written questions and post these as well as any other clarifications or revisions to the initial RFQ onto the DHS RFQ website. Interested bidders are advised to monitor the website on a daily basis.

Bidders must submit all **bid responses** either in person or by surface mail. Bid responses which are faxed or emailed will not be considered for award.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award.

The amount of the contract that is being bid is \$189,200 per year. An additional yearly amount up to \$1,913,010 will be added to the contract for voucher payments for clients only. No contractor expenses can be billed to this additional amount.

Delays at the beginning of the first contract period will result in a prorating of the annual dollar amount. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date and time specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder's fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority:	P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, sexual orientation, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion:	Mandatory.	
Penalty:	Contract Invalid	

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bidder Response
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bidder Response

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Statewide.

B. Location of Services to be Delivered

The Contractor shall provide services described herein in facilities located at:

Statewide – to be determined

C. Client Eligibility Criteria

1. Definition of Eligibility

- a. Youth who were in foster care on or after their 16th birthday
- b. Youth who were adopted on or after their 16th birthday (if adopted prior to their 16th birthday they are not eligible.)
- c. Youth must have a high school diploma or GED
- d. Youth must be under age 21
- e. Youth must attend an accredited school that awards a Bachelor's degree or not less than a 2-year program that provides credit towards a degree, provides training towards gainful employment, or is a vocational program that provides training for gainful employment and has been in existence for at least two years.
- f. Youth must apply for Financial Aid through FAFSA
- g. Youth must complete the ETV application packet

2. Determination of Eligibility

Contractor contacts DHS via e-mail requesting foster care or adoption eligibility determination for the Education and Training Voucher Program (ETV). Information given to DHS will include name, birth date, and social security number. DHS will verify ETV eligibility and provide contractor with demographic information such as ethnicity and county of jurisdiction while youth was in foster care as well as foster care/adoption eligibility.

D. Credentials

The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

E. Services to be Delivered

The Chafee Education and Training Voucher Program provides resources specifically to meet the education and training needs of youth aging out of foster care. In addition to the existing authorization of the Chafee Foster Care Independence Program, the law authorizes payments to states for educational and training vouchers for youth participating in post-secondary educational and vocational programs. This program makes vouchers of up to \$5000 per year available to eligible youth attending institutions of higher education, as defined in the Higher Education Act of 1965.

The ETV Program expands and supplements the assistance authorized in the Foster Care Independence Act of 1999 to help children who are likely to remain in foster care until 18 years of age prepare for and enter post secondary training and education institutions.

To complete this assignment the vendor needs to address the capabilities, knowledge, and resources of the following:

- A thorough knowledge of the Foster Care Independence Act of 1999/John H. Chafee Foster Care Independence Program
- A thorough knowledge of the Educational and Training Voucher Program

Activities the Contractor shall perform:

Service #1 of 2: Case management & Administration of the Education and Training Voucher (ETV) Program

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide ETV applications within one week of request to each youth that requests information or that is referred to the Contractor. The application materials will be available on-line on the Contractor's website and as hard copy for youth without access to a computer. The Contractor will

mail application materials to youth without access to a computer. The applications include:

- ETV Application Form
 - ETV Student Education Agreement Form
 - ETV Itemized List of Financial Need and Documentation of Need
 - ETV Financial Aid Release Form
 - ETV List of Needed Items of Applicant
- b. Determine each youth's ETV eligibility within five (5) working days of completion of application package by evaluating the completed ETV Application packet including:
- ETV Application Form
 - ETV Student Education Agreement form
 - ETV Itemized List of Financial Need and Documentation of Need
 - ETV Financial Aid Release Form
 - ETV List of Needed Items of Applicant
 - Written evidence of financial aid award amount through FAFSA
 - Copy of high school diploma or GED
 - Copy of Class schedule/enrollment
 - Copy of college/trade school Grade Point Average (GPA)
 - Copy of cost of tuition
 - Evidence of school's accreditation
 - Youth record Checklist and Audit Form
 - Financial Assistance Form
 - Quarterly Report
 - Quarterly Expense Report
 - Re-Application form
 - Voucher Form
 - Yearly Plan Report
 - A written form of determination of foster care or adoption eligibility from DHS Foster Care Program Office.
- c. Develop, implement, and track forms that report youth's current grades, goals, and updated assessment of needs.
- d. Update student profile information on the computer database bi-annually
- e. Monitor and assess each youth's educational, housing, employment, and mental health needs each semester, with youth's input.
- f. Identify and coordinate use of resources such as Court Appointed Special Advocate (CASA) workers, direct services workers, educational resources, and state and private agency officials for each youth assessed.

- g. Maintain a flexible schedule to answer questions of youth and direct care providers on a regular basis.
- h. Work with youth to establish educational goals, determine living arrangements, and determine financial need. This includes teaching and empowering youth to make informed decisions regarding their education and future.
- i. Contact and train youth groups throughout the State to mentor/assist other youth who are interested in the ETV program.
- j. Provide an 800 (toll free) number by November 2008 for ETV participants to use.
- k. Disburse checks (vouchers) for eligible youth through the Contractor's centralized financial systems and distribute to vendors either in person or via the mail. Youth will be notified of the disbursement award via a letter, phone contact, or established e-mail within one week. Phone contacts must be followed up with a letter.
- l. Ensure that ETV services will be provided in a building that is assessable to youth/public. A published toll-free phone number and website must also be provided.
- m. Participate in monthly meetings with the DHS contract manager. Meetings may be in person or by telephone.
- n. Provide services to all eligible youth, regardless of religious beliefs, age, gender, race, handicap, or income level.

2. Volume of Service

Clients - The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: 1350 for 3-year period, 450 for each fiscal year

- 3. Unit Definition(s): One unit equals one youth served including application, case management, and provision of Education or Training Vouchers
- 4. Units: The estimated number of units of service to be provided per term of Agreement shall be: 1350 for 3-year period, 450 for each fiscal year

From the total amount, the estimated number of units that may be expended during the following periods is:

<u>Fiscal Year</u>	<u>Estimated Number of Units</u>
October 1, 2008 through September 30, 2009	450
October 1, 2009 through September 30, 2010	450
October 1, 2010 through September 30, 2011	450

Services to be Delivered

Service #2 of 2: Website Development and Maintenance and Outreach/Trainings

1. Activities the Contractor shall perform:

The Contractor shall:

a. Develop and implement a dedicated interactive ETV website for ETV applicants and participants in Michigan. The website will include the following:

- ETV application and related forms
- Information regarding youth's eligibility
- Information regarding support services available to youth
- ETV program description
- Contact information
- Eligibility requirements
- School program and application information
- Application information
- Education links
- Ability to enroll and request funding directly from the website
- Links containing information such as applicants, schools, enrollments, grades and disbursements awards granted by school and program, expenditure tacking by youth and program, and tracking of grades and diplomas
- Tracking of various case related information such as: youth contact notes and summary information, eligibility, application and awards granted by school and program, expenditures, and grades and diplomas.

b. Host three (3) regional meetings to inform youth and child welfare services workers of the ETV program. The regional meetings will be in Lansing, Detroit, and Mackinac City. Any changes in locations must be approved by the DHS contract administrator.

- c. Distribute a minimum of 5 press releases in newspapers across Michigan including one in the Upper Peninsula to inform the public of available services.
- d. Provide foster care youth boards/groups information on the ETV program and how to apply.
- e. Collaborate with other agencies and schools across the state to educate and inform youth on the ETV program and its eligibility requirements. The Contractor will collaborate with youth, Michigan Youth Opportunities Initiative, public/private child welfare agencies, foster parents, high school guidance counselors, financial aid offices, college/vocational program counselors, libraries, homeless shelters, Family Courts, and CASA workers.
- f. Provide reports to DHS including but not limited to the following;
 - Monthly reporting of participant's demographic information
 - Quarterly reporting of ETV services provided to participants
 - Written **report** that identifies the number of youth who received the ETV along with data in regards to educational institutions attended on a quarterly basis.

2. Volume of Service

Unit Definition: One unit equals one completed website, one marketing and/or outreach presentation, or one training.

REQUEST FOR QUOTE - RATING CRITERIA

The total maximum number of points that a bid can receive equals 100 points. The maximum number of points for each of the four categories is as follows:

I.	Bidder's Experience/Qualifications	30 points
II.	Program Implementation (Work Plan)	30 points
III.	Availability/Accessibility	20 points
IV.	Fiscal Resource Allocation	20 points
<hr/> Total points available:		<hr/> 100points

I. Bidder's Experience/Qualifications

A. Agency

1. Has bidder ever performed these or similar services comparable to the services being bid for DHS or another purchaser?

Considerations:

- How recently were services provided and for what duration?
 - Were there previous contracts with DHS?
 - Were the principle characteristics of target population serviced comparable and relevant to the services being bid?
 - Has the bidder documented successful outcomes for clients as a result of services provided?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Has the bidder demonstrated the ability to collaborate with, or otherwise utilize, relevant community system resources to enhance outcomes for clients:

B. Staff

1. Do the position descriptions indicate that direct service staff possess educational credentials, knowledge, skills, attributes, and other characteristics that qualify them to provide these services?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
 - Are salary schedules commensurate with job descriptions and requirements?
2. Does the bidder describe an acceptable level and structure for supervision with regard to the following?
 - Amount of supervisory time dedicated to this project.
 - Number of staff and programs for which each supervisor is responsible.
 - Availability of supervisor for emergencies and during non-traditional hours (where appropriate).

Considerations:

- . Length of experience
 - . Length of supervisory experience
 - . Similarity of experience to services to be required.
 - . Is supervisory staff required to have an appropriate level of direct care experience?
3. Does the bidder have management and administrative support personnel sufficient to produce a satisfactory level of performance?

Considerations:

- . Similarity of direct experience to services to be required.
- . Length of experience.
- . Is there a sufficient number of management and administrative support personnel adequate to produce a satisfactory level of performance?
- . Will the service provided correspond to DHS' needs?
- . Does current management and administrative staff have appropriate previous work experience in human service administration?

C. Education and Training

1. Are educational requirements appropriate for each of the following types of staff?
- . Direct Services
 - . Supervisory
 - . Administrative
2. Is the bidder's training program for new staff acceptable with regard to the number of hours of training, and the training curriculum?
3. Is the training scheduled in a manner that assures new staff will have appropriate skills prior to service delivery.
4. Does the bidder provide an acceptable level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs?

D. Performance ("Purchaser" may refer to DHS or other entities.)

1. Were the services monitored by the purchasing agency? Was there documentation provided in a monitoring report regarding quality of service?
2. Were the terms of the agreement(s) fulfilled satisfactorily? (Was objective, supportive, documentation from the purchaser provided?)
3. If not, did the bidder submit and implement a corrective action plan that met the needs of the purchaser?

II. Program Implementation (Work Plan)

A. Service Delivery

1. Does the bidder's work plan demonstrate an understanding of service objectives?
2. Does the bidder demonstrate ability to fully implement all aspects of the service design?
3. Is the work plan clear and detailed?
4. Does the work plan describe an approach that integrates service delivery to the client population in a way that assures achievement of goals for the client population?
5. Is the bidder's plan for addressing the needs of a diverse client population adequate with respect to:
 - . Transportation needs
 - . Client characteristics
 - . Physical disabilities
 - . Language difficulties
 - . Cultural concerns
6. If applicable, does the bidder describe an effective approach for notifying prospective clients of service availability? Has the bidder been responsible for notification of service availability in the past:
 - . For this or other programs.
 - . To a similar target population.
7. Does the bidder describe an effective approach for attracting and maintaining a high degree of client participation and investment in the program?

8. Does the proposal include documentation that past efforts at client engagement were successful?
9. If the bidder is responsible for determination of client eligibility, is the process for determination appropriate, and does it include appropriate documentation?
10. If the bidder is responsible for assessment of client needs, is the assessment process well defined and appropriate? Client centered? Does the bidder perform pre and post evaluative testing?
11. Does the work plan demonstrate that the bidder will be able to make initial contact with clients within the required time period?
12. If the bidder is responsible for the development of client treatment plans:
 - Is treatment plan development integrated with the assessment process?
 - Do clients participate in treatment plan development?
 - Does the bidder demonstrate that treatment plans will be individualized to the needs of each client/family?
 - Does the bidder provide documentation that they have a history of completing assessment and treatment plan development in a timely manner?
13. Does the bidder demonstrate that treatment plans will help clients achieve the goals of the overall program?
14. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems by:
 - Identifying resources within the community that are available to assist the family?
 - Does the bidder describe established formal and informal working relationships with relevant community agencies and staff? Was there documentation of ability to advocate and secure resources for clients?
15. Did the bidder demonstrate that past service contract and reporting deadlines were met?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include appropriate position descriptions for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

III. Availability/Accessibility

- A. Does the bid response adequately describe how the bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?
- E. Transportation
 - Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- F. Does the bidder make adequate provision for client transportation needs?
- G. Are the bidder's facilities and services easily accessible to clients with disabilities?
- H. Is the facility large enough to meet the demand for services in the geographic area?
- I. Is the bidder's plan for addressing client language barriers feasible and appropriate?

- J. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- K. Is the bidder's plan for use of Education and Training Vouchers payments reasonable and appropriate to achieve program goals?

IV. Fiscal Resource Allocation

- A. Does the bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout the life of the agreement (including staffing, communication, resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate ?
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement?
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does the proposal specifically identify what resources the bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and/or federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date and time specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages, if any are noted. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name:

2. Bidder Mailing Address:

Bidder E-mail Address:

Bidder Fax Number:

3. Bidder Mail Code: (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

private, non-profit

private, proprietary

public

university

5. Bidder's fiscal year begin date: (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number/Email)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

I. Bidder's Experience/Qualifications

A. Agency

1. Describe these or similar services comparable to the services being bid for DHS or another purchaser. Please include the following:
 - Dates and duration of service provided.
 - Brief description of service(s) provided.
 - List all contracts with DHS that have been in place within the past 5 years.
 - Principle characteristics of the target population for whom the service was provided.
 - Documentation of successful outcomes for clients as a result of services provided.
 - If similar service, describe degree of similarity and how this service qualifies your agency to provide this service to DHS.
 - Name, email address, and telephone number of a contact person for each individual or agency for whom service was provided.
2. Describe how your agency successfully collaborates with other relevant community systems working to improve outcomes in the community for the targeted population in the RFQ.
3. Provide a list of all contracts with DHS that have been in place for the past five years.
4. Provide addresses of location(s) where the bidder will provide the proposed service(s)

B. Staff

1. Provide job descriptions for all positions charged in the price quotation that indicate staff possess the educational credentials, knowledge, skills, abilities and other characteristics that qualify them to provide proposed services. Please include the following:
 - Length of experience needed.
 - Similarity of staff experience in the area of the proposed services.
 - For each job description provide a salary schedule including all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.

2. Complete the staffing allocations and qualifications form, CM-011, Bidder Response: Staffing Allocations and Qualifications at http://www.michigan.gov/documents/CM-0011_162116_7.doc
 - Titles used in this attachment must match titles used elsewhere in narrative.
 - For each position, list the number of hours and number of weeks to be committed to the services being bid.
3. Describe your agency's supervision structure and plan with regard to the following:
 - Amount of supervisory time dedicated to this project.
 - Number of staff and programs for which each supervisor is responsible.
 - Availability of supervisor for emergencies and during non-traditional hours (where appropriate).
 - Supervision plan for direct care staff.
 - If any, supervision plan for staff team.
4. For your agency's supervision staff, provide the following:
 - Length of experience in direct service provision in proposed or similar services.
 - Length of supervisory experience.

C. Education / Training

1. Describe your agency's training program for new staff. Include the number of hours of training, and the training curriculum. Explain how new staff training equips staff for the provision of proposed services.
2. Describe your agency's level of training for on-going staff with regard to frequency, number of hours, and determination of topics relevant to services and staff needs. Explain how on-going training equips existing staff for the provision of proposed services.

II. Work Plan (Program Implementation)

A. Service Delivery

1. In narrative form, please describe how you would implement the program described by DHS.

- Program Implementation

- Once the contract is awarded, describe how long it will be before your agency will be able to provide service (Please be specific, e.g. 30 days, 45 days, etc.)
- Describe the methodology used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
- Describe the manner in which your agency will interact with the following organizations involved with the client's plan of treatment: Court, DHS, and other agencies.

- Target Population

Describe the needs and strengths of the targeted population and its impact on service delivery. Include how your service delivery is tailored to respond specifically to the client population with respect to:

- Transportation needs.
- Client characteristics.
- Physical disabilities.
- Language difficulties.
- Cultural concerns.
- Other.

- Work Plan

- Provide a description of how the specified service(s) would be provided to client(s).
- Include each step, process or activity a typical client(s) would encounter in successfully completing this service, and how these steps contribute to client goal achievement, and program success.
- Include evidence of your ability to meet time frames required in the RFQ. If no required time frames, indicate anticipated time frames, with rationale for them.
- Include a program flow chart if desired.
- Include the total anticipated duration of service for each client, the frequency of contacts, and time spent with client during each contact.

2. If applicable, describe your agency's approach to notifying prospective clients of service availability. Describe past efforts for notification of this or similar service availability to a similar target population. Provide documentation that such efforts were successful in attracting the number of clients targeted to be served.

3. Describe how your agency will attract and maintain a high degree of client participation, engagement, and investment in the program. Provide documentation that past efforts to engage clients were successful. Include agency's ability and plan to provide this service during non-traditional service hours.
4. Describe your agency's method for determining client eligibility.
5. Describe your agency's method for determining client assessment. Please include any formal tools or methods used.
6. If applicable, provide a description of how the treatment plan is developed, including a sample treatment plan based on common characteristics of the targeted population. Explain how the treatment plan contributes to client's achievement of the client's individual goals and to the goals of the overall program.
7. Describe how the agency collaborates with other relevant community systems and resources through:
 - Identifying resources within the community that are available to assist the family.
 - Connecting the family to those identified resources.
 - Advocating with the client for needed services or resources.
8. Documentation and timeliness of Reports
 - Provide procedures in-place to meet service contacts and reporting deadlines.
 - Describe your procedures for case review of reports.
 - Document your success in the past at meeting service contacts and reporting deadlines in this or in similar services provided.
9. Continuation of Service Plan
 - Describe your agency's plan for continuation of service when staff turnover occurs.

B. Staffing

1. Provide organizational chart that includes proposed service, making sure that position titles match title designations in bid and budget.

2. Provide your agency's plan for staff screening in regard to criminal record checks and central registry clearance for employees who will have any direct contact with children.
3. Turnover Rate
 - Using the matrix and formula below, provide your agency's turnover rate for the listed job categories for the past three years:

FORMULA **$\frac{\text{Total \# of those who left over period X 100}}{\text{Average total \# employed over same period}}$**

Category	2007	2006	2005
Managerial/Supervisory			
Direct Service			
Total staff (including support)			

The total # of leavers includes all leavers: voluntarily, involuntarily due to dismissal, retirement, etc.

Example: In 2006, in an organization with a total staff of 47 employees, 5 employees leave. The total number of leavers then is 5, which when multiplied by 100 equals 500. This is divided by the average total number employed for this period of time (45), which results in an 11% turnover rate for total staff.

- Provide commentary regarding your agency's turnover rate
 - Explanation of past turnover rate.
 - Anticipated future turnover rate.
- Describe systems in place to encourage staff retention.

III. Availability/Accessibility

- A. Specify your agency's normal hours of operation.
- B. Indicate your agency's ability and willingness to provide additional hours at other times or days if necessary.
- C. If required, describe how your agency would provide 24/7/365 accessibility to clients. (i.e., staffing allocation, communication, transportation, etc.) Be sure to include whether the client has access after hours to their identified worker.
- D. Identify each location where services will be provided. Include the street address, city, and zip codes for all locations.

- E. Using Attachment C (Availability/Accessibility to Clients) identify your agency's location in relation to public access.
- F. Describe your agency's plan for arranging and/or providing client transportation.
- G. Describe your agency's ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description.
- H. Describe your agency's ability to respond to crisis situations.
- I. Do your agency's facilities and services allow/encourage participation by clients with disabilities? Are facilities accessible by wheelchair? Are restrooms accessible, etc.?
- J. Describe the size of your facilities and how that impacts your agency's ability to meet the demand for services in the geographic service area.
- K. Describe your agency's process for addressing client language barriers.
- L. Describe your agency's plan for Education and Training Voucher payments.

IV. Budget Completion/Fiscal Resource Allocation

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

Budget Narrative

Use the attached template, Resource Grid (CM-0043) www.michigan.gov/documents/CM-0043_162118_7.doc to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

PRICE QUOTATION
Michigan Department of Human Services

BIDDER NAME:

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1 (Name of Service):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #2 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #3 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Service #4 (Name of Service) (if applicable):

a. Unit Definition:

b. Price per unit of service: _____/unit

Bidder: Submit this form in a separate envelope with the budget. Complete only if bidding on a multiple service unit rate contract.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, sexual orientation, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name (1)	
County	Type of Service

CATEGORY	POSITIONS/TITLES (3)	RATE/ HOUR	HOURS/ WEEK (providing this service solely)	# OF WEEKS	QUALIFICATIONS
(2) MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

- (1) Please provide information on staffing only for services to be provided for the request for quote/contract.
- (2) Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.
- (3) Use same titles in narrative as on this page.

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RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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Availability/Accessibility To Clients
Michigan Department of Human Services

PLEASE CHECK THE BOX THAT MOST CLOSELY DESCRIBES YOUR AGENCY'S LOCATION IN RELATION TO PUBLIC ACCESS.	
Within 0 – 1 block of public transportation	<input type="checkbox"/>
Within 1 – 2 blocks of public transportation	<input type="checkbox"/>
Within 2 – 3 blocks of public transportation	<input type="checkbox"/>
Greater than 3 blocks from public transportation	<input type="checkbox"/>
Are your facilities easily accessible to clients with disabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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